Washington State Department of Early Learning

10.3.3 Complaint Finding Determination
Tip Sheet

When is it effective? January 1, 2009

What does it mean to me?
As the assigned Licensor, you must:

- Follow the complaint inspection procedure (10.3.1) when conducting a complaint inspection.
- Make a finding of "valid" or "not valid" for each allegation contained in a complaint.
- Determine findings for complaint allegations **only,** do not add issues you find in the process of inspecting a complaint.
- Base the finding on information available during the licensing complaint inspection process.
- Send a licensing inspection complaint finding letter within five (5) days by using the Complaint Finding Letter Template.

What is important to remember?

- A "valid" finding indicates that **sufficient** evidence exists to verify that applicable RCW/WAC were violated. Findings are determined through:
  - Observation or reviewing facility records, and/or
    verifying a source or witness other than the referent, and/or
  - Provider confirmation.
- A finding of "not valid" indicates that sufficient evidence does **not** exist to verify that applicable RCW/ WAC were violated.
- Respectfully communicate with the child care facility and parents or legal guardians about the definition of each type of complaint findings and how the findings were determined.

Resources associated with the policy:

- 10.3.1 Complaint Inspection Policy
- 10.3.1 Complaint Inspection Procedure
- 10.10.6 Complaint Closed Letter Template

Training expectation:

- Supervisors are responsible for ensuring that all licensing staff have read and understand and follow all new policies as they are distributed
- Once the full spectrum of licensing action policies are developed and approved, on-site training will occur